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Avaya one-X™ Deskphone SIP for 9608/9611G IP Telephone User Guide

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Warning

The handset receiver contains magnetic devices that can attract small metallic objects. Care should be taken to avoid personal injury.

Power over Ethernet (PoE) warning

This equipment must be connected to PoE networks without routing to the outside plant.

VCCI-Class B statement:

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

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Chapter 1: Introduction to 9608 and 9611G SIP deskphones

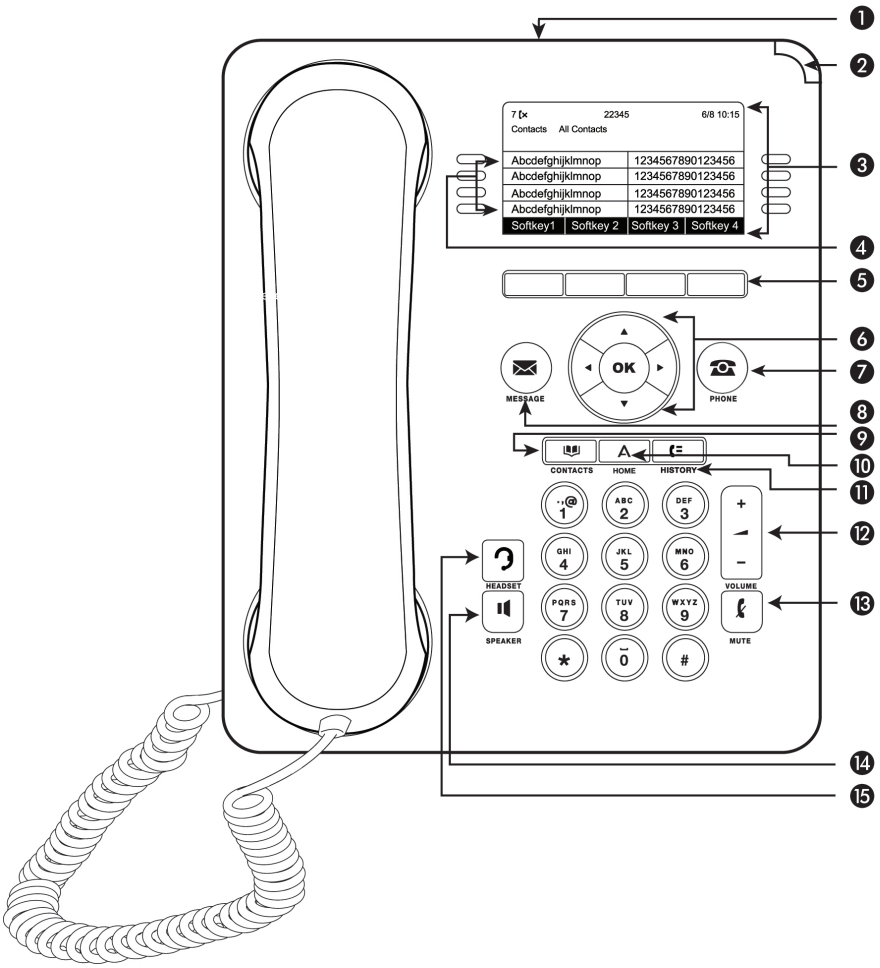
Your deskphone provides many features, including a Phone screen to view and manage your calls, call History, a Contacts list, a menu of options and settings, and access to your Voicemail. You can also attach up to three button modules to your telephone, to expand the available number of call appearances and features; multiple button modules must all be the same type and model. The 9611G deskphone has a color display, while the 9608 model provides has a black and white display.

The letter G in 9611G indicates the presence of a built-in Gigabit Ethernet adapter that increases data transmission speed. The 9608 deskphone has a smaller display area than the 9611G deskphone. Unless specifically stated elsewhere in this guide, the two models are essentially the same in terms of features and functionality.

All the functions and features described in this user guide might not be available on your deskphone. If you find that a function or feature is not available, please contact your system administrator.

Overview

The following section describes the display, keys, buttons, and the associated features that are available on the deskphone.



The following table provides descriptions of buttons and features of the 9608 and 9611G deskphones.

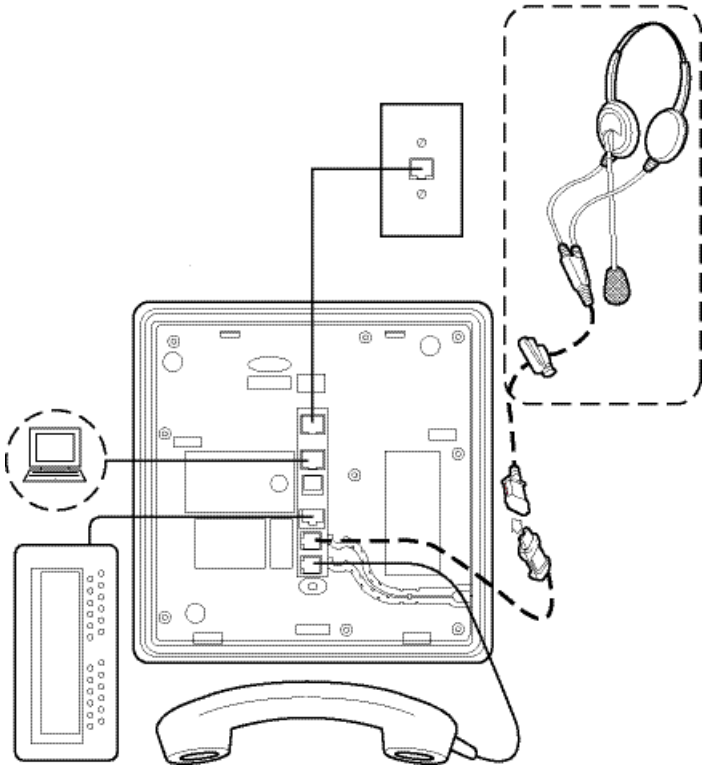
No.	Name	Description
1	USB port	While the 9608 does not have a USB port, the USB port in the 9611G is disabled and will be activated in a future software release.
2	Message waiting indicator	An illuminated red light in the upper-right corner of your phone indicates that you have voice mail. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the **Message** button is also illuminated when you have voice mail.
3	Phone display	The first line shows status information such as the time and date, primary extension, error indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The

No.	Name	Description
		Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your system is administered.
4	Features and call appearance lines	The line buttons with integrated LEDs show which lines are in use and correspond to the lines on the display. Press the line button to select that line. In case of an incoming call, the green LED blinks. While the deskphone is off hook, both the red and the green LED glow. Lines also indicate if a feature or system number is enabled or disabled in the Feature or System Numbers view. The green LED glows to indicate that a feature is enabled. When you turn off the feature, the LED turns off.
5	Softkeys	Use the softkeys to act on the highlighted line on the screen. The softkey labels show you the action that each key produces. The labels and the actions vary depending on the screen being displayed.
6	OK and navigation arrows	The **OK** button performs the action of the highlighted option of a menu. Use the right and left navigation arrows to navigate from one screen to another, or to move the cursor during text input. Use the up and down navigation arrows to move from one line to another. However, if you are using the half-width mode, the up and down navigation arrows move one screen at a time, instead of one line at a time.
7	Phone	Press **Phone** to view the Phone screen. During a call, you can gain access to the following options from the Phone screen: • Hold • Conference • Transfer • Drop call
8	Message	Press **Message** to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting.
9	Contacts	Press **Contacts** to view the entries in your contact list.
10	Home	Press **Home** to gain access to the Avaya Menu to configure options and settings, access the browser and or any applications available to you, log out, or view network information.

No.	Name	Description
	History	Press **History** to view the history of your outgoing, incoming, and missed calls. The icon on the **History** button is illuminated when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed.
12	Volume	While on an active call, press **+** or **-** on the **Volume** button to adjust the volume of your handset, headset, or speaker. While you are not on an active call, pressing these buttons adjusts the ringer volume.
13	Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
14	Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.
15	Headset	Press the **Headset** button to use the headset if connected. Note: Only HIS headset cords are compatible with your phone.

About connection jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya one-X Deskphone 9608 and 9611G models. The image schematically describes which device to connect in which jack.



Navigation tips

A navigation icon ▶ appears in the telephone display to indicate that you can scroll to more options or information. Use the right and left navigation buttons to move between the Phone screen and Features list, or the Features list and the System Numbers list.

About icons

Icon	Description
	Indicates a missed call on your phone
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.

Icon	Description
	Indicates that EC500 has been activated.
	Incoming call is alerting.
	Call is active.
	Call is on hold.
	Conference is active.
	Conference is on hold.
	Use the Right or Left navigation arrow to see additional pages/screens/options.
	Scroll left for other options.
	Scroll right for other options.
	Scroll up or down when there is more information than can display in the application area.
	The icon shown applies to the 9608 only. The call in progress is muted.
	The icon shown applies to the 9608 only. The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	The icon shown applies to the 9611 only. The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 97 for information. If this icon appears in the appearance line, that indicates that the phone has encountered a failure and has preserved the media session until the near end user hangs up.
	This contact or feature is designated a "favorite." See Setting up favorites on page 25 for more information.
	The icon shown applies to the deskphones with monochrome display. The EC500 feature is on.

Icon	Description
	The icon shown applies to the deskphones with color display. The EC500 feature is on.
	The icon shown applies to the deskphones with monochrome display. The Send All Calls feature is on.
	The icon shown applies to the deskphones with color display. The Send All Calls feature is on.

Call history icons for 9608 Deskphones

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.

Call history icons for 9611G Deskphones

Icon	Description
	Missed call; indicates you did not answer this call or had forwarded the call to voice mail.
	Incoming call; indicates you have answered this call.
	Outgoing call; indicates you have made this call.

Presence icons for 9611G Deskphones

These icons indicate the status of a contact whose presence you are tracking if you have a 9611G deskphone.

Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon signifying this contact is currently on his or her phone; Busy indicator.
	Presence icon indicating this contact is not logged in (unregistered).
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Presence icon indicating the screen saver on this contact's phone is on, or the phone is locked.
	“No Presence Available” icon indicating that although you set up presence tracking for this contact, telephone server differences prevent this contact from being tracked.
	Presence icon indicating this contact is in a conference call.

If a contact cannot be tracked due to telephone server differences, a “no presence” icon displays for that contact.

Note:

Depending on how your phone system is set up, presence tracking may not be available for all system users.

Presence icons for 9608 Deskphones

These icons indicate the status of a contact whose presence you are tracking if you have a 9608 deskphone.

Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon signifying this contact is currently on his or her phone; Busy indicator.
	Presence icon indicating this contact is not logged in (unregistered).

Icon	Description
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Presence icon indicating that the screen saver of the phone is on, or the phone is locked.
	“No Presence Available” icon indicating that although you set up presence tracking for this contact, telephone server differences prevent this contact from being tracked.

If the presence information of a contact cannot be tracked due to telephone server differences, a “no presence” icon displays for that contact.

Note:

Depending on how your phone system is set up, presence tracking may not be available for all system users.

Administrative messages

Your administrator can send important messages such as notification of an early office shut down due to inclement weather or information about an imminent service interruption to your deskphone.

These types of messages can take any of the following forms:

- a text message streaming across the top display line, accompanied by an audible alert
- an audible alert broadcast through the Speaker or the headset if that device is active
- an *interrupt* screen notifying you that you are receiving an audio alert

While receiving an audible alert, you can switch between the Speaker, handset, and headset, can terminate the pushed audio content by going *on-hook*, and can adjust the volume, as you normally would during a call.

Telephone stand

The phone can be placed on the stand in a flat position or at an angle.If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.

Viewing Network Information

Your system administrator might ask you to check certain phone or network settings to investigate problems. You can obtain network information from the Avaya Menu.

Network Information has seven different screens for viewing the options:Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics.

Your system administrator will instruct you further as to which network information options and settings are needed.

Chapter 2: Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional Web-based applications, get information about your phone and network settings, and log out. When you press the Home button, you see one of the following menus, depending on how your administrator has set up your system and on the applications available to you:

Note:

The menus and sub-menus that appear depend on how your extension was administered. Some options or sub-menus may not be available. Contact your System Administrator if you have any questions.

- Options & Settings...
- Browser...
- Network Information...
- About Avaya one-X
- Log Out

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, set up favorites, assign speed dial entries, and more. See Options & Settings on page 19 for more information.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

About Avaya one-X provides the release number of your telephone software.

Log Out lets you sign off the phone, to protect your settings or to allow another user to log in.

Options & Settings

The **Options & Settings** menu contains choices for:

- Call Settings...
- Assign Speed Dial Entries...
- Assign Favorites Entries...
- Application Settings...
- Screen & Sound Options...

- Language and Region...
- Advanced Options...

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call, when you place a call, or when you answer a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Assign Speed Dial Entries lets you assign speed dial numbers to up to ten contacts, so you a long press a single digit initiates a call to that person. See Setting up speed dialing on page 25 for more information.

Assign Favorites Entries lets you build a list of up to nine favorite contacts or features. See Setting up favorites on page 25 for more information.

Application Settings includes choices for personalizing button labels, turning call **History** on or off and including bridged calls in your call **History**.

Screen & Sound options includes choices for adjusting your phone's brightness and contrast, ring pattern, background logos, and button clicks and error tones, text size and phone screen width.

Language and Region settings includes choices for setting the display language and the time format.

Advanced Options includes choices for integrating other applications like Microsoft® Exchange Server with your phone. You can also set AGC (Automatic Gain Control) for your headset, handset, and/or speaker audio.

Network Information has a sub-menu with seven different viewing options: Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Diagnostics, and Miscellaneous. Your system administrator may ask you to use this option to check certain phone or network settings to investigate problems.

Setting the Phone Screen on calling

About this task

Set Phone Screen on Calling to Yes to automatically display the Phone screen when you place a call.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.

6. Select **Phone Screen on Calling**.
7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No, depending on the current setting.
8. Press **Save**.

Setting the Phone Screen on ringing

About this task

Set Phone Screen on Ringing to Yes to automatically display the Phone screen when you get an incoming call.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select Phone Screen on Ringing.
7. Press **Change** or **OK** or use the right or left navigation arrows to set the option to Yes or No.
8. Press **Save**.

Displaying call timers

About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Call Settings**.

5. Press **Select** or **OK**.
6. Select **Display Call Timers**.
7. Press **Change** or **OK** or use the **Left/Right** arrows to change the setting.
8. Press **Save**.

Setting redial options

About this task

To display a list of the last numbers you dialed, or to dial the last number you dialed, you can use the **Redial** option.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Redial**.
7. Press **Change** or **OK** or the **Right/Left Arrows** to toggle between One Number and List.
8. Press **Save**.

Configuring visual alerts

About this task

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Select **Call Settings**.
4. Press **Select** or **OK**.

5. Select **Visual Alerting**.
6. Press **Change** or **OK** or use the **Right/Left** arrows to turn Visual Alerting on or off.
7. Press **Save**.

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.If your system administrator has set up auto-answer, incoming calls are also answered on the default audio path you designate here.

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Select Options & Settings...
4. Press **Select** or **OK**.
5. Select **Call Settings**.
6. Press **Select** or **OK**.
7. Select **Audio Path**.
8. Press **Change** or **OK** or use the **Right/Left** arrows to change the Speaker or Headset setting.
9. Press **Save**.

Setting dialing options

About this task

Your phone has two dialing options. You can dial as you normally would, for example, pick up the handset, get a dial tone, and dial the number you want (off-hook dialing). Or, you can set "edit dialing" which mimics how you dial a call on a cell phone - you can enter all or part of the number, backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Note:

Edit dialing may not be available to you, depending on how your system is administered.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Select **Dialing options**.

   If your telephone does not display this option, your administrator has not made this feature available.
7. Press **Change** or **OK** or the **Right/Left Arrows** to toggle between On-hook and Editable.

   When on-hook dialing is in effect, dialpad (edit dial) searches are not available.
8. Press **Save**.

Toggling caller name and number

About this task

Use this procedure to toggle the caller name and the caller number if the caller name is too long to fit in the Deskphone screen.

Procedure

1. Press **HOME**.
2. Select **Option & Settings**.
3. Press **Select** or **OK**.
4. Select **Call Settings**. .
5. Press **Select** or **OK**.
6. Use the up or down navigational keys to highlight **Toggle Caller Name and Number**.
7. Press **Change** or **OK** to change the value from Yes to No or vice versa.
8. Press **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting up speed dialing

About this task

You can assign speed dial numbers to up to 10 people in your contact list. Then when you want to call a speed dial contact, simply press the number you've assigned to that person.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or press the **OK** botton.
4. Scroll to Assign Speed Dial Entries....

   If your telephone does not display the Assign Speed Dial option, your administrator has not made this feature available.
5. Press **Select** or press the **OK** button
6. To un-assign an existing speed dial contact, scroll to the line you want to un-assign and **Clear**. Proceed to the next step to reassign that number.
7. To add a speed dial contact, scroll to the first unassigned line and press **Assign** or press the **OK** button.
8. Scroll to the contact you want to assign and press **Select** or press the **OK** button.
9. Select the telephone number you want to assign.
10. Press **Select**or press the **OK** button.

Setting up favorites

About this task

You can create a list of up to nine favorite contacts or features for quick access. The contacts and/or features on your favorites list display as you scroll past your last call appearance.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK.**
4. Select Assign Favorite Entries....

If your telephone does not display the Assign Favorite Entries option, your administrator has not made this feature available.

5. Press **Assign** or **OK.**
6. To add a favorite contact, select an assignment line and press the **Contacts** softkey. To add a favorite feature, select an assignment line and press the **Features** softkey.
7. Scroll to the contact/feature you want and press **Select** or **OK**.
8. If you are assigning a favorite contact, select the telephone number you want to use to call this favorite person.

Next steps

To call a favorite contact or access a favorite feature, scroll down through your call appearances. When the favorite contact or feature displays, press the applicable softkey or line/feature button to call the person or activate the feature.

Personalizing labels

About this task

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons. For example, you can change the label for your extension to *My Line*. If you have a button module attached to your deskphone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*. For information on editing Autodial button labels, see Assigning labels to pre-assigned (Autodial) numbers on page 81.

Procedure

1. Press **Home**.

   Note:

   To edit a label on an attached Avaya BM12 Button Module, press the **Edit** button on the module and proceed to Step 10.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select **Personalize Labels**.
7. Press **Select** or **OK**.
8. Select the label you want to edit.

   If the label you want to edit is on the Features menu, scroll down past your call appearances, and select the feature you want to edit. If the label you want to edit

is on the System Numbers menu, scroll down past your features and select the system number label you want to personalize.

9. Press **Edit**.
10. Type a new label.

    Press **More** then **Clear** to clear all text fields and start over.
11. Press **Save** or **OK**.
12. You may revert back to the default button labels by selecting **Home** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and pressing **Change** and then **Default**.

Adjusting the brightness or contrast of the display

Procedure

1. Press **Avaya Menu**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen & Sound Options...
5. Press **Select** or **OK**.
6. Select **Brightness** or **Contrast**.

   Note:

   Contrast adjustment applies only to a deskphone with a black and white display or a button module attached to a deskphone with a color display screen. You cannot adjust the contrast of the deskphone's color display screen itself.
7. Press **Select** or **OK**.
8. Select Phone or an attached button module, as applicable.
9. Use the arrow keys to increase or decrease the brightness or contrast.
10. Press **Save**.

Changing the ring pattern

Procedure

1. Press **Home**.

2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Scroll to and select **Personalized Ringing**.
   The ring tone currently selected displays on the status line and a list of all eight ring tones within that category displays with a checkmark next to the pattern currently selected. The first softkey indicates the other ring tone category, to allow you to switch between categories.
7. Press **Change** to move from one ring tone to the next.
8. Repeat the last step until you find the ring pattern you want.
9. Press **Save** to make it your ring pattern.

Setting a call pickup ring tone

About this task

You can set ring tones to alert you when you receive an incoming call.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Select Screen & Sound Options.
4. Press **Select** or **OK**.
5. Select Call Pickup Ring Type.
6. Press **Change** or **OK** or use the **Right/Left Arrows** to toggle from one ring tone/number to another. Each tone sounds briefly as you move to it.
7. If desired, press **Play** or **OK** to listen to the ring tone.
8. Repeat the last two steps until you find the ring tone you want for calls within your pickup group.
9. Press **Save** to make it your call pickup ring tone.

Setting call pickup alerting indication

About this task

You can set call alerting to notify you visually and/or audibly when you receive an incoming call.

Procedure

1. Press **Home**.
2. Select Options & Settings.
3. Press **Select** or **OK**.
4. Select **Call Settings**.
5. Press **Select** or **OK**.
6. Access the **Screen & Sound Options**.
7. Select Call Pickup Indication.
8. Press **Select** or **OK**.
9. Press **Change** or **OK** or the **Right/Left Arrows** to toggle from one choice to the next, which display in the following sequence: Audible, Visual, Both (audible and visual), or None (no call pickup alert indication).
10. Press **Save**.

Changing the background logo

About this task

If your system administrator has set up an alternate background choice, you can change the logo your screen displays. Logos are not available on the 9608 IP Deskphone.

Note:

Your system administrator can also change the background logo through the settings file.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Screen and Sound Options...

5. Press **Select** or **OK**.
6. Select Background Logo.
7. Press **Change** or **OK** or use the **Right/Left** arrows to change the logo.
8. Press **Save**.

Turning button click sounds on and off

Procedure

1. Press **Home**.
2. Select **Options & Settings**...
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Button Clicks**.
7. Press **Change** or **OK** or use the **Right/Left** arrows to turn sounds on or off.
8. Press **Save**.

Turning error tones on or off

Your telephone beeps if you make a mistake or take an action that is not allowed. If you do not want to hear error beeps, set your error tone to Off.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Error Tones**.
7. Press **Change** or **OK** or use the **Right/Left** arrows to turn error tones on or off.

8. Press **Save**.

Setting Key Repeat Delay

About this task

Key repeat delay is the interval of time for which you need to keep a key pressed to repeat the action.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Press **Select**, or press the **OK** button.
4. Scroll to **Screen & Sound Options**.
5. Press **Select**, or press the **OK** button.
6. Scroll to **Key Repeat Delay**.
7. Press **Change**, or use the right or left navigation buttons to change the value. The available values are:
   - No Repeat
   - Default
   - Short
   - Long
   - Very Long

   Note:

   For you to see this feature, your system administrator must first enable it for your Deskphone.
8. Press **Save**.

Activating mute alerting

You can configure your Deskphone to alert you if your Dekphone is in mute. The alert can be an audible beep and a visible indication on the top line of your Deskphone.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Press **Select**, or press the **OK** button.
4. Select **Call Settings**.
5. Scroll down to the **Mute Alerting** option.
6. You can set from one of the following three options:
   - Audible
   - Visual
   - Both
7. Press **Save**.

Picking up a call to another call pickup group

About this task

When your administrator has set up this feature, you can answer a call ringing at a phone in a call pickup group other than your own.

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Extended Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call as you normally would.

Setting the Phone screen width

Procedure

1. Press **Home**.
2. Select **Options & Settings** or **Phone Settings**.
3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.

5. Press **Select** or **OK**.
6. Select **Phone Screen Width**.
7. Press **Change** or **OK** to change the screen width from Full where each call appearance or feature occupies the entire width of a line to Half mode each call appearance or feature occupies half the width of a line, effectively splitting the screen in half or Half to Full.
8. Press **Save**.

Changing the language

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Language & Region**.
5. Press **Select** or **OK**.
6. Select **Language**.
7. Press **Select** or **OK**.
8. Select a display language.
9. Press **Select** or **OK**.
10. Press **Yes** to confirm the selected language.

Turning large text on or off

About this task

Use this procedure to increase the font size that the deskphone displays.

Note:

This feature is available only for the English fonts.

Procedure

1. Press **Avaya Menu**.
2. Select **Options & Settings** or **Phone Settings**.

3. Press **Select** or **OK**.
4. Select **Screen & Sound Options**.
5. Press **Select** or **OK**.
6. Select **Text Size**.

   Note:

   The Text Size option is available only if it is enabled through the settings file.
7. Press **Change** or **OK** to change the text size.

   If the screen width on page 32 is set to Half and you set the Large Text option to Large, the screen width will automatically change from Half to Full, to allow the larger text size to display properly. In this case, if you prefer a split screen, you must turn off large text.
8. Press **Save**.

Setting the time format

You can change the way the time displays on your screen. The time format is either 12 or 24 hours.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Language & Region...
5. Press **Select** or **OK**.
6. Select Time Format.
7. Press **Select** or **OK**.
8. Press **Change** or **OK** or use the **Right/Left** arrows to change the time format.
9. Press **Save**.

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

1. Press **Home**.
2. Select **Options & Settings**.
3. Press **Select** or **OK**.
4. Select **Advanced Options**.
5. Press **Select** or **OK**.
6. Select **Automatic Gain Control**.
7. Press **Select** or **OK**.
8. Select the Handset, Headset, or Speaker for which you want to turn AGC on or off.
9. Press **Change** or **OK** or use the **Right/Left** arrows to turn AGC on or off.
10. Press **Save**.

Configuring Hearing Aid Compatibility

Procedure

1. Press the **HOME** button.
2. Press **Select**, or press the **OK** button.
3. Use the up or down navigation keys to select **Advanced Options**.
4. Press **Select**, or press the **OK** button.
5. Use the up or down navigation keys to select **Handset Equalization Operation**.
6. Press **Select**, or press the **OK** button.
7. Using the up or the down arrows, select the option that you want to change the value of:
   - Default
   - Audio Opt.

- HAC Opt.

8. Press **Select**, or press the **OK** button.
9. Press **Change**, and use the left or right navigation keys to change the value for the filed you have selected.
10. Press **Save**.

Integrating other applications with your phone

About this task

If your administrator has set up this option, you can integrate Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering the user name and password you use for Microsoft Exhange Server email purposes and the domain of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

Procedure

1. Press **Home**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select Advanced Options...
5. Press **Select** or **OK**.
6. Select Exchange Integration...
7. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Email Name & Password** and enter the following:
   - your Microsoft Exchange server email user name,
   - your Microsoft Exchange server email password,
   - the location (domain/ip address) of the server on which Microsoft Exchange runs)
   - whether you want to be prompted to enter your user name and password every time you access Microsoft Exchange calendaring on your phone; use the **Change** key or **Right/Left** arrows to change this setting from No to Yes or Yes or No.
8. Press **Save** or **OK**.
9. To set or change your calendar preferences, select **Calendar** and indicate/enter the following:

- Whether or not you want your phone to activate the calendaring feature; use the **Change** softkey or **Right/Left** arrows to change the Use Exchange Calendar setting from Yes to No or No to Yes.
- Whether or not you want your phone to remind you of items on your calendar; use the **Change** softkey or **Right/Left** arrows to change the Enable Exchange Reminder setting from Yes to No or No to Yes.
- If you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a popup/reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder/popup to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. To enter minutes, select **More**, then **123** and type the number of minutes.
- Whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the Exchange Snooze Time value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
- Whether or not you want to hear a tone with a reminder popup window; use the **Change** softkey or **Right/Left** arrows to change the Exchange Reminder Tone setting from Yes to No or No to Yes.

10. To change your contacts preferences, select **Contact** and configure the following:
    - Whether or not you want your phone to remind you of items on your calendar; use the **Change** softkey or **Right/Left** arrows to change the **Use Exchange Contacts** from Yes to No or No to Yes.
    - If you want to change the Exchange subscription period, specify in the **Use the Exchange Subscription Period** field.
11. Press **Save** or **OK** to save your settings and preferences.

Note:

When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

Browser

Your deskphone includes WML Web browser capability to use additional applications. The applications available through the Web browser vary depending on how your system administrator has configured your deskphone. If you have any questions, contact your system administrator.

Access the browser through the Avaya Menu. If you do not see the Browser option on the Avaya Menu, Web applications are not available for your deskphone.

Using the WML browser

Procedure

1. Press **Home**.
2. Press the down arrow to select **Browser**.
3. Press **Select** or **OK**.
   The WML browser opens the home page.
4. Use the navigation key to select a link and press **OK** to open the link.
5. Press Cancel to stop loading the current page.
6. Press Refresh to reload the current page.
7. Press Home to open the home page.
8. Press the **PHONE** button to close the browser.

Making a call using a *Click to dial* link

Procedure

1. Select the line with the link for the person or number you want to call.
2. Press the line button corresponding to the line with the link or press **OK**.
   The deskphone initiates a call to the person or number associated with the click to dial link.

Chapter 3: Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

Note:

The procedure for answering a call might vary depending on how your phone is administered.

If you do not have the Go to Phone Screen on Ringing option enabled and if the Phone screen is not displayed, incoming calls display on the top line of the screen. You can press the corresponding line button (LED) to answer the call.

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset or press the line button next to the incoming call, press **Speaker**, **OK**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- If you are on another call, from the Phone screen, scroll to the line with the incoming call and press **Answer** or **OK**. The deskphone automatically answers the incoming call and puts the previous call on hold.

• See Setting the Go to Phone Screen on ringing option on page 0 .

Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Phone Screen on Ringing option to Yes. For more information see Setting the Go to Phone Screen on ringing option on page 0 .

Ignoring an incoming call

Procedure

Press **Ignore** to turn off the ringer for an incoming call

Putting a call on hold

Procedure

1. Press **Phone** to view the main Phone screen, if necessary.
2. If you are not active on the line you want to put on hold, select that line.
3. Press **Hold**.

   Note:

   The phone might display a hold timer when you put a call on hold.For more information, see Configuring call timers on page 21.
4. Press **Resume** or the line button of the held call to retrieve the call. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you. You can configure your deskphone to alert you if your dekphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.
2. Press **Mute** again to unmute the call.

   Note:

   If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off. When the call is muted, the Mute button light is on and the top line displays the Mute icon.

Configuring mute alert

About this task

Mute alerting provides audible and visual feedback on the Phone screen when you have muted a call and start speaking. This feature is available only when the Mute Alerting option is set to Audible, Visual, or Both as described in Setting mute alerting and you Mute an active call. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

Depending on the Mute Alerting setting you choose, the Phone screen provides the following feedback actions and options:

- Audible — If you put a call on mute and start speaking, after 15 seconds, the phone produces a beep to notify you that you have muted your phone.
- Visual — If you put a call on mute and start speaking, after 15 seconds, the phones displays a message that reads “Phone is on mute” on the phone status line.
- Both — Combines the actions and options of both audible and visual alerting.

When you put a call on mute, the phone displays the status of your Mute Alert settings in one of the call appearance lines. If you have enabled Mute Alert, the phone displays “Mute Alert on.” If you have disabled Mute Alert, the phone displays “Mute Alert off.”

Procedure

1. To turn the Mute Alert feature off, touch the **Mute Alert on** line.
2. To turn the Mute Alert feature on, touch the **Mute Alert off** line.

Transferring a call

Procedure

1. From the Phone screen, if the call to be transferred is not already active (highlighted), select the line on which the call to be transferred appears.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the History list.
4. If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press **Complete** or **OK**.

Note:

Unanswered transfers may be returned to your telephone as a recalled transfer. In this case, you hear a priority ring and see the display message `Return` next to the call.

Chapter 4: Making a call

About this task

If you are not on a call, simply dial the number you want to call. If your dialing option is set to "editable" you can edit the number as you enter it, then call it using softkeys; see Making a call using edit dialing on page 45 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list.

Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or a line button for an available line.
2. Dial the number you want to call.

Making an emergency call

About this task

You do not have to be logged in to make an emergency call. If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

Your system administrator can configure the *PHNMOREEMERGNUMS* parameter in the settings file for your extension with ten additional emergency numbers. If a user dials any one of the specified emergency numbers, the deskphone will handle the call as an emergency call even if the telephone is in the locked or unregistered state.

Avaya recommends that for phones connected to SES, only one emergency number should be defined. For use with third-party gateways, refer the relevant Application Notes for necessary provisioning to enable the configuration.

Important:

During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

Procedure

1. Press the **Emerg.** softkey.

2. If the deskphone prompts "Do you want to make an emergency call?", press the **Yes** softkey.
   Some call servers will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker by going off hook.
3. To end the emergency call, press the **End Call** softkey or press the **Speaker** button.

Redialing a number

Procedure

1. From the Phone screen, press **Redial**.
   The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see Setting Redial Options on page 22 .

   Note:

   The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.
2. If you are working with a redial list, scroll to the number you want to call and press **Call** or **OK**.
   Your system administrator can disable Redial functionality.

Speed dialing a person

Procedure

On the Phone screen, press and briefly hold the dialpad key assigned to the person you want to call. Or, if speed dial numbers are assigned to a button module attached to your phone, press the button assigned to the person you want to call.

To assign speed dial numbers to up to 10 contacts, see Setting up speed dialing on page 25

Autodialing a pre-assigned number

About this task

Your system administrator may set up frequently called numbers such as Information Technology or the Help Desk as Autodial numbers, so you can dial them with one touch.

Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.

   To assign labels to or edit labels for your Autodial numbers, see Assigning labels to pre-assigned (Autodial) numbers. on page 81
2. Select the number you want to call.
3. Press the **Call** softkey or the **OK** button.

Making a call using edit dialing

Before you begin

Your system administrator has to authorize this function. To set up edit dialing, see Setting dialing options on page 23.

About this task

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using softkeys, you can change the number/character format or backspace to "edit" the number before actually dialing it.

Procedure

1. From the Phone screen, enter the number you want to call.
2. To edit the number, press the **Bksp** softkey to erase the previous character, one character at a time. To change the character format press the **123/abc** softkey.
3. Press **Call** or **OK**.

Making a call using URI dialing

About this task

When you have the edit dial option enabled, you can make a call using the URI dialing feature. To make a call using URI dialing, you must know the URI of the extension that you want to call.

Procedure

1. Enter the number that you want to call.
   a. Press the **Bksp** softkey to delete the characters you have entered.
   b. Press the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Press the **Call** softkey to make the call.

Calling a person from the contacts list

About this task

You can call a contact in your contacts list by touching the name in the list. You can find a name by scrolling to it, or by using the search box. Use the dialpad keys to enter the first few letters of the name and the screen will scroll to the first match in your list.

Procedure

1. Press the **Contacts** button.
2. Select the person or number you want to call.
3. Locate the contact you want to call by typing the name of the person as listed.

   For example, if you added John Smith to your contacts List as “Smith, John”, start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
4. Press **Call** or **OK**.

Calling a person from the call history

Procedure

1. Press the **History** button.
2. Scroll to the left or right to view a separate list of all calls, missed (unanswered) calls, answered calls, or outgoing calls.
3. Scroll up or down to select the person or number you want to call.
4. Select the person or number you want to call.
5. Press the **Call** softkey or the **OK** button.

Dialing an E.164 number

About this task

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits, preceded by a “+”. Use the following procedure to dial an E.164 number.

Procedure

1. Lift the handset.

   If you are using speakerphone, press **SPEAKER**, or press an idle line. If you are using a headset, press **HEADSET**.
2. Press * * to display the + sign. the “+” softkey.
3. Dial the number you want to call.

Chapter 5: Initiating a group page

About this task

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

Procedure

1. Dial the group pilot number.
   The extensions in the group that you are calling auto answer the page. Wait for seven seconds before you speak, the deskphone waits for seven seconds to allow audio path.
2. To end the ongoing page, press the **End Call** softkey.

Chapter 6: About forwarding calls

You can forward your incoming calls to another number or to voice mail. When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available on your extension, contact your system administrator.

Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator. If the SAC feature is administered on your phone, a **Send All** softkey appears on the Phone screen for idle calls.

Pressing **Send All** turns Send All Calls on. If it is already on, pressing **Send All** turns it off.

You can also turn **Send All Calls** on or off by using the telephone Features list.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **Send All Calls**.
3. Press **OK** or press the line button on which **Send All Calls** appears to turn **Send All Calls** on or off.

Forwarding calls

About this task

Your phone might have several forwarding features.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select Call Fwd.

3. Enter the number to which you want to forward your calls as the destination. After you enter the forwarding number, you hear a confirmation tone.

4. Press **OK** to turn the call forwarding feature off if it is already on.

Turning off call forwarding

Procedure

1. From the Phone screen, scroll right to access the Features menu
2. Scroll down to the active Call Forward button.
3. Press **OK** or the line button on which Call Forwarding appears.
   When you turn off the Call Forwarding feature, you hear a confirmation tone.

Setting Enhanced Call Forwarding rules

About this task

This feature enables you to forward the incoming calls on your Deskphone to various destination numbers based on call type and call state.

Procedure

1. Access the **Enhanced Call Forward** feature from the **Features** list.
2. Select from the following rules that the screen displays:
   - Forward all calls:
   - Internal [Enter Number]
   - External [Enter Number]
   - Forward when busy:
   - Internal [Enter Number]
   - External [Enter Number]
   - Forward when no answer:
   - Internal [Enter Number]
   - External [Enter Number]

If you have any number configured for any of the above rules, the Deskphone displays the configured number in place of the text “Enter Number”.

3. In the text field for the selected rule where the cursor is blinking, enter the destination number using the numeric keypad.
4. Press **Save** to save the destination number.
5. Press **Turn on** to activate forwarding for that rule. To activate forwarding for all the rules, press **All on**.
   If you press **All on**, the Deskphone activates all the rules for which you have configured destination phone numbers.

Editing a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the **Features** screen.
2. Press the rule that you want to edit and enter the destination number using the numeric keypad.
3. Press **Save**.

Turning off a rule

Procedure

1. Access the **Enhanced Call Forward feature** from the **Features** screen.
2. Select the rule that you want to turn off.
3. Press **Turn off**.
4. To turn off all the active rules, press **All off**.
5. Press **Exit**.

Chapter 7: Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

Procedure

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference call.

Adding a person on hold to a conference call

Procedure

1. From the Phone screen, select your active call.
2. Press **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** or **Conf** to add the person to the conference call.

Putting a conference call on hold

About this task

When you put a conference call on hold, the other parties can still talk to each other.

Procedure

1. Press **Hold** during a conference call.
2. Press **Resume** or **OK** to resume the conference call.

Dropping the last participant from a conference call

About this task

Note:

This feature is applicable only for a conference call of the AST 1 type.

Procedure

1. From the Phone screen, select your active call.
2. Press **Drop** once the conference is up.
   The telephone drops the last added person from the conference.

Viewing the details for a conference

About this task

Note:

Depending on which server your extension is configured in, you might not be able to see the details of a conference. If you are not able to view the details of a conference, contact your system administrator.

Procedure

1. On the Phone screen, select your active call.

2. Press **Conf**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the History list.
4. When the person answers, press **Join** or **OK** to add the person to the existing call.
5. Press **Add** and repeat these steps to add another person to the conference.
6. Press **Details** button to access the details on the participants.

Chapter 8: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as a call on a primary line. If the ringing line is selected, you can answer by picking up the handset or by pressing **Speaker** or **Headset** or **Answer**.

Procedure

1. Select the bridged call that you want to answer.

   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Press **Answer**.

Joining a call on a bridged line

About this task

You can join an existing call on a bridged line.

Procedure

1. Select the bridged call in progress that you want to join.
2. Press **Bridge**.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another telephone user's line. The caller ID associated with the call you are making may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

Procedure

1. Select the bridged line you want to use.
2. Press **OK** to get a dial tone.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.

Excluding others from bridging onto your call

About this task

Use the Exclusion feature to prevent others who are bridged to your extension from bridging onto a specific call. You can activate exclusion only during an active call.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. Scroll down to Exclusion and press **OK** or just press the corresponding line button.

   When you activate Exclusion during a call, all parties except you and the calling/called party are dropped from the call.

Independent alerting for each Bridged Call Appearance

For you to access this feature, your system administrator must first enable this feature for your extension.

The four options available are the following:

- **On**: The default ringtone is played when there is a call on the bridged appearance.
- **Off**: No alert is played.
- **Delayed**: If the call on the bridged appearance is not answered, an alerting melody is played after a delay. This delay can be configured by your administrator.
- **Abbreviated**: There is a single beep to indicate the call on the bridged appearance.

Chapter 9: Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers per name. When you press the **Contacts** button, you are automatically put into Contacts search mode.

Note:

When you press the **Contacts** button you may not see all the functionality described in this chapter. This would be because your system administrator has disabled changes to Contacts.

Searching for a contact

You can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F, or 3 depending on how you set up your contacts. With each successive dialpad key press, the Contacts list “drills down” to display matching entries.

Note:

On hook dialing must be disabled to allow this type of Contact search; to enable/disable on-hook dialing, see Setting dialing options on page 23.

Procedure

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.

   Keep in mind how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
3. Press **Call** to call the person or **More** then **Edit** to edit contact information.

Next steps

If your administrator has set up a corporate contact list or database, you can extend a search. For information, see Extended searching. on page 64

Extended searching

About this task

If your system administrator has set up a corporate contact list or database and has made this feature available, you can dial other users in your system by name.

Procedure

1. Press **Contacts**.
2. Press **Search**.
3. Use the dialpad keys to enter all or part of the first and last name of the person you want to call.
4. Press **Search** to start the search.
5. If the search displays the name and number of the person you want, select the line on which that person appears and press the appropriate softkey:
   - **Call** to dial that person's number.
   - **Details** to see detail information on this person.
   - **+Contacts** to add this person to your Contacts list.
   - **Cancel** to return to the Search screen.
6. If the search does not locate the person you want, press **Cancel** and use this procedure to perform a different search. For example, if you entered a partial first and/or last name, enter the name in its entirety and search again.

Viewing a contact's details

Procedure

1. Press **Contacts**.
2. Select the contact you want to view.
3. Press **Details** to see the information available for that contact.

   Selecting Details is the only way to dial a second or third number for a contact.
4. Press the appropriate softkey to call or edit this contact, delete this contact, or return to the Contacts screen.

Adding a new contact

About this task

You can add up to six numbers for a contact. Selecting "track presence" as a type allows you to track the contact's telephone presence, for example, not logged in, logged in, in use, or sending all calls to another number.

Procedure

1. Press **Contacts**.
2. Press **New**.
3. Enter the first and last name using the dialpad.
   - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
   - If the characters are on the same key, pause before entering the next character.
   - To enter a space, press **0**.
   - Enter remaining letters or numbers.
   - To delete the last character, press the **Bksp** softkey.

     Note:

     If you want to remove a letter, number, space, or symbol that is in the middle of the text you entered, use the left and right navigation arrows to place your cursor after the character you want to remove. Once your cursor is in the correct position, press the **Bksp** softkey to remove the character to the left of the cursor.
4. Select the next field.
5. Enter the number.
6. Select the next field.
7. Select the type of number entered (Work, Home, Mobile, Track Presence).
8. Press **Primary** if applicable.

   The primary number is the one that will always display without having to go into contact details.

   Note:

   When adding a contact number, you must use your enterprise phone number as the Primary number as this number is utilized for presence indication.

9. If you have another number for this contact, select the next field and repeat from step 5.

   You can add up to five additional numbers for this contact, but you can designate only one number as primary.

10. Press **Save** or **OK**.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for and select the contact you want to edit.
3. Press **More** > **Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save** or **OK**.

Assigning specific ringtone to a contact

You can configure the ringtone played when an incoming call originates from a contact in the local phone book. Thus when the user receives an incoming call, the user will be able to identify the caller based on the ringer being played. If no particular ringtone is specified for a contact, the Deskphone plays the default ringtone.

Procedure

1. Press the **Contacts** button on your phone.
2. Select the contact for which you want to assign a ringtone and press **Details**.
3. Press **Edit**.
4. Scroll to **Ringer**.
5. Use the right or left navigation keys to select the ringtone of your choice.
6. Press **Save**.

Deleting a contact

Procedure

1. Press **Contacts**.
2. Select the contact you want to delete.
3. Press **More** > **Delete**.
4. Press **Yes** to confirm or **No** to cancel.
5. Touch **Delete** again to confirm or **Cancel** to cancel the deletion.

Accessing Exchange contacts

About this task

You can now access and download your Calendar contacts into your phone using your exchange credentials. You can synchronize and download about 1000 contacts to your phone. These contacts are available under the new screen “Exchange Contacts”. You can also access your local PPM contact numbers under the Local Contacts screen and add the exchange contacts under the PPM. However presence information would be available only for your local contacts. Note: This feature is available only if your administrator has configured your extension for the feature.

Using the Exchange Contacts feature, you can perform the following actions on your *Outlook* contacts from your Deskphone:

- View the contacts.
- Search for a particular contact.
- Call a contact.
- View the details of a contact.
- Copy a contact to your local contacts.

You can not edit or delete an Exchange contact from your Deskphone. You must copy the contact to your local contacts before you modify any details of that contact.

Before using this feature, you must first enter your Exchange server credentials. To know how to enter your Exchange server credentials, see Integrating other applications with your phone on page 36

Procedure

1. Press **CONTACTS**.
2. Press the Exchange softkey.

   Note:

   The Exchange key is unavailable if you have not saved any contacts in your Outlook application.
3. To copy a contact from the Exchange server to your Deskphone contacts, press **+Local**.
4. On the **Contact Edit** screen, specify the name, telephone numbers (up to 6) and telephone types for the contact.
5. Press **Save**.

Chapter 10: Call History

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

Note:

The caller number is displayed only if available.

Call History also shows bridged calls If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the History button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see Calling a person from the call history on page 47.

Viewing the call history

Procedure

1. Press **History**.

   You can go to the top of the list by pressing **History** again.
2. Scroll to the right or left to view separate lists of answered, outgoing, or missed calls.

   Note:

   When contacts whose presence you have set up to track have called you, the applicable presence icon displays along with their call information. See About icons on page 13 for a description of the icons.
3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

1. Press **History**.
2. Select the number you want to view.
3. Press **Details**.

   If you are logging bridged calls as well as your own, bridged call details are identified by either CALL FOR: (calls made to the bridged line) or CALLED FROM: (calls made from the bridged line) preceding the applicable number. To log/not log bridged calls, see Turning off call history on page 71
4. Press **Back** to return to the list view.

Adding an entry from the call history to your contacts list

Procedure

1. Press **History**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Press **Save**.

Removing an entry from call history

Procedure

1. Press **History**.
2. Select the number you want to delete.
3. Press **More** > **Delete**.

4. Press **Delete** or **OK** to confirm, or press **Cancel** if you do not want to delete it.

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted.

Procedure

1. Press **History**.
2. Select the list you want to delete.
3. Press **Clear All** or **OK** to confirm or press **Cancel** if you do not want to clear all.
4. Press **Yes** to confirm.

Turning off call history

You can turn History on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

Procedure

1. Select **Options & Settings** or **Phone Settings**.
2. Select Options & Settings...
3. Press **Select** or **OK**.
4. Select **Application Settings**.
5. Press **Select** or **OK**.
6. Select the type of call history logging you want to turn off.

   To turn off logging your calls, select History. To turn logging of bridged lines on or off, select **Log Bridged Calls**.
7. Press **Change** or **OK** to turn call history logging on or off.
8. Press **Save**.

Chapter 11: About the Team button

The Team button feature can be used to monitor the status of the extensions of your teammates from your Deskphone. You can also answer any calls, which are ringing on your monitored extensions. The Team button can also be used as a speed dial to call the monitored station when the monitored extension is in idle state. You can also hear audible alerts for the monitored extensions on your deskphone.

Navigate to the Features Screen to see the monitored extensions.

The following table shows different icons regarding the Team Button feature:

Note:

The 9608 model displays these icons in black and white.

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.
	The monitored extension is idle, and the user has enabled Single Ringing.
	The monitored extension is idle, and the user has enabled Multiple Ringing.
	The monitored extension is busy on other call, and the user has enabled Single Ringing.
	The monitored extension is busy on other call, and the user has enabled Multiple Ringing.

Monitoring Team phones using Team button

Procedure

1. Access the Team button screen on your phone. The screen displays the Team phones statuses.
2. Press Exit if you want to exit the Team button screen.

Note:

The Team button screen will be active till you use the exit option.

Answering an active call on a monitored extension

Procedure

1. Go to the Features screen. The screen displays the statuses of the monitored extensions.
2. Scroll up and down in the list using the arrow keys to select the extension for which you want to pickup the call.
3. To pickup the call that is ringing on the selected extension, press **Select** , or press the **OK** button, or the line button beside the selected extension.

Speed dialing to a monitored extension

Procedure

1. Go to the Features screen. The screen displays the status of the monitored extensions.
2. Scroll up and down in the list using the navigational keys to select the extension you want to call.
3. Press **Select**, or press the **OK** button or the line button beside the extension.

The Deskphone makes a call to the monitored extension.

Note:

The phone to which you are making a call must be in idle state.

Setting the ringtone for Team Button

About this task

You can assign a specific ringtone for your monitored extensions under the Team Button feature.

Procedure

1. Press the **Home** button.
2. Access **Settings** > **Options and settings** > **Screen and Sound options**.
3. Scroll down to select **Team Button Ringtype**.
4. Use the right or left navigation keys to select the ringtone that you want to assign.
5. Press **Save**.

Chapter 12: Receiving your messages

Procedure

Press the **Message** button to connect directly to your voice mail system.

The lit Message button and a red light on the upper right-hand corner of your deskphone indicate when you have messages waiting. You can use this feature only if your administrator has enabled this feature. If you have any questions, contact your system administrator.

Logging into your voice mail

Procedure

1. To log in to your voice mail, press the **Message** button.
2. Follow the voice prompts from your voice mail system.

Chapter 13: About Features

This chapter describes the features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features menu gives you access to advanced telephony features, such as and Call Forwarding and Speed Dial buttons. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features like Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features menu.The Forward menu also lists all the forwarding features. The features available depend on what your administrator has assigned to your phone.

In addition to the Features menu, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. Frequently used features can also be set up on the Quick Touch panel, if the panel is activated. For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

Procedure

1. From the Phone screen, use the navigation button and scroll to the right side to access the **Features** menu.

   For models with LEDs, the LED next to the feature name indicates if the feature is currently on or off. If the light is on, the feature is on.

   To return to the main Phone screen, press **Phone** or scroll to the left. Scrolling right displays the System Numbers menu screen; scrolling right again displays the Phone screen.

2. Scroll down to see the features that have been administered for your extension.

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to standard feature names and their corresponding common abbreviations. Depending on how your system is administered, not all features shown here

may be available to you. For detailed information about a feature, click its link in the Feature Name column.

Feature Name	Common Abbreviation
Auto Dial on page 45	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon or “Autodial”
Auto Intercom on page 82	Auto Icom; Auto In
Automatic Callback on page 82	Auto Callback
Call Forwarding All Calls on page 51	Cfrwd or CFrwd with a third-party's extension if applicable
Call Forwarding Busy/Don't Answer	CFBDA
Call Park on page 84	Call park
Call Pickup on page 86	Call pickup
Calling Party Number Blocking on page 83	CPN Block
Calling Party Number Unblocking on page 83	CPN Unblock
Dial intercom on page 86	Dial Icom
Directed Call Pickup on page 85	Dir Pickup
EC500 on page 89	EC500
Exclusion on page 60	Exclusion
Extend Call for EC500 on page 89	Extend Call
Extended Call Pickup on page 32	Ext Pickup
Malicious Call Trace on page 87	MCT Act
One-step Recording on page 87	Audix Record
Priority Calling on page 88	Priority Call
Send All Calls on page 51	SendAllCalls, SAC, or SAC with a third-party's extension, if applicable
Whisper-page on page 88	Whisper Act
Presence Information on page 91	Presence
Enhanced Call Forwarding on page 52	ECF

Feature Name	Common Abbreviation
Bridge Call Appearance on page 59	BCA
Hearing Aid Compatibility on page 35	HAC

Note:

If you have personalized labels for any of the features available to you, the personalized label displays instead of the feature abbreviations shown here.

Monitoring other extensions at a glance

About this task

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

Procedure

1. From the Phone screen, press **Features** on the top right corner of the screen.
2. Press **System Numbers** to display the System Numbers menu.
3. If necessary, scroll to the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy.
4. To call a monitored extension, scroll to the applicable line and press the line button associated with that extension.

Assigning labels to pre-assigned (Autodial) numbers

About this task

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

Procedure

1. From the Phone screen, scroll right twice to display the System Numbers menu.

2. Scroll to the line to which you want to assign a label or number.

   Some labels are not editable. If you can't scroll to a certain line or hear an error tone when you press the line button, you cannot edit that label.

3. Press **Edit** or the **OK** button.
4. Use the dialpad to enter the label text or the Autodial number.
5. Press Save.

Setting up automatic call back

About this task

When an extension you call is busy, use Automatic Call Back to receive a return call automatically, as soon as that extension is free.

Procedure

1. After calling an extension and while receiving a busy signal, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Auto Callback and press **OK** or just press the corresponding line button.
3. When you hang up the callback call, the feature deactivates automatically.

Making an auto intercom call

About this task

Use the Auto-Intercom feature to call a specific extension or intercom group.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Auto Icom and press **OK** or just press the corresponding line button.

   Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.

3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Block**.

   To stop calling party number blocking, see Displaying your extension on outgoing calls on page 83.
3. Press **OK**.
4. Enter the extension number you do not want the called party to see.
5. Press **Enter** or **OK** to start calling party number blocking.

Displaying your extension on outgoing calls

About this task

If you used the CPN Block feature to block your extension's display on calls you make, you can change it back using CPN Unblock. CPN (Calling Party Number) Unblock lets parties you call see your extension.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. Select **CPN Unblock**.

   To set up calling party number blocking, see Blocking your extension from displaying during calls on page 83.
3. Press **OK**.
4. Enter your extension number.

5. Press **Enter** or **OK** to stop calling party number blocking.

Parking a call

About this task

Use the Call Park feature to answer a held call at another extension if you are part of a telephone coverage or hunt group. For example, if you need to go to another location to verify some information, you can park your current call and answer it at another location within your group.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Call Park and press **OK** or just press the corresponding line button.
3. At the other telephone, press the Call Park line/feature button to unpark the call.

Unparking a call

About this task

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. If necessary, scroll down to Call Unpark and press **OK** or just press the corresponding line button.
3. Enter the original extension from which the call was parked.
4. Press **Enter** or **OK** to release (unpark) the call.

Configuring Enhanced Call Pickup Alerting

About this task

This feature enables you to configure an optional audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

Procedure

1. Press the **Home** button on the phone.
2. Select **Options & Settings**.
3. Press **Select**, or press the **OK** button.
4. Select **Sound & Screen Options**.
5. Press **Select**, or press the **OK** button.
6. Select **Call Pickup Ring Type**.
7. Use the right or left navigation keys to select the ringtone you want to assign.
8. To set the type of alerts for call pickup, select **Call Pickup Indication**.
9. Use the right or left navigation buttons to change the indication type, and press **Save**.

Picking up a call to another extension

About this task

When your administrator has set up this feature, you can answer a call ringing at another extension without having to be a member of a "pickup group."

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Directed Call Pickup and press **OK** or just press the corresponding line button .
3. Answer the call as you normally would.

Picking up a call from your pickup group

About this task

When your administrator has set up your phone as part of a "pickup group" use the Call Pickup feature to answer any other phone in the group.

Procedure

1. From the Phone screen, scroll right to access the Features menu.
2. If necessary, scroll down to Call Pickup and press **OK** or just press the corresponding line button.
3. Answer the call as you normally would.

Calling someone in your intercom group

About this task

If your system administrator has set up an intercom group, you can call anyone in that group by pressing a few numbers.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Dial Icom and press **OK** or just press the corresponding line button.

   The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Press the number(s) that corresponds to the destination extension.
4. Press **Enter** or **OK** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Tracing a malicious call

About this task

Use the Malicious Call Trace (MCT) feature to trace a malicious call. Activating MCT alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to MCT and press **OK** or just press the corresponding line button to start the trace.

   An alerting tone and/or flashing LED signifies the trace is active. Hanging up deactivates MCT.

   Important:

   Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT) Before using the MCT feature, you must understand and comply with these laws.

Recording a call

About this task

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and press **OK** or just press the corresponding line button to start recording the call.

   Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.

3. Hang up to stop recording.

Making a priority call

About this task

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. The called party hears a distinctive ringing when the calling party uses Priority Calling.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Priority Call and press **OK** or just press the corresponding line button.
3. Enter the extension you want to call.
4. Press **Enter** or **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.

Interrupting a call with a whisper page

About this task

Use the Whisper Page feature to interrupt or “barge in” on another user's call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Whisper Page and press **OK** or just press the corresponding line button .

3. Enter the extension you want to call.
4. Press **Enter**or **OK** to immediately start dialing and deliver your message when the person you called answers.

Visual alert for an encrypted call

Using your Deskphone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon (a padlock) on the on the call status line.

Note:

Only the connection to and from the phone instrument is encrypted. This encryption may not extend beyond the call server. For the 9608 Deskphones, if you have set the screen width of your Deskphone to half, the Deskphone does not show the secure icon.

Configuring simultaneous ringing for multiple phones using EC500

About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, scroll right to access the **Features** menu.
2. Select **EC 500**.
3. Press **OK** to turn simultaneous ringing on or off.

Extending a call to your cell phone (EC500)

About this task

The Extend Call feature allows you to “extend” a call that is active on your office phone to your cell phone using EC500 Extension to Cellular. This allows you to transfer an office call to your

cell phone and move away from your desk. This feature is programmed by your system administrator.

Note:

Your system administrator sets the destination telephone number.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. Select the Extend Call feature.
3. Press **OK** to send the call to your cell phone.
4. Answer the call on your cell phone. The call remains active on your desk phone as well, so you can switch back if you want.

Chapter 14: Tracking presence information

Using the Track Presence feature of your Deskphone, you can view presence information of users in your contact list.

This feature allows a user to see if someone they want to get in touch with is available or not, and receive an indication of when they become free to receive a call. In addition, when you are on a call, other users can see that you are busy and either call later or contact you using another method.

To see the presence information of a contact, you must first set the **Track Presence** option to **Yes** for that particular contact. You can turn on the **Track Presence** option while adding a contact. You can also choose to turn the **Track Presence** option on or off by editing the details of a contact. To know more about adding and editing a contact, see the chapter *Using the contacts feature*.

Note:

You can not see the presence information of your contacts unless your system administrator enables the presence feature for your extension.

Press **CONTACTS**. The Deskphone displays presence icons in your contacts list to show the status of your contacts.

To know about the presence icons, see About icons on page 13

Chapter 15: About Hotline

The Hotline feature allows you to dial a pre-configured number, which your system administrator has already set for you.

To dial the hotline number, lift your handset; or press the **SPEAKER** button. Alternatively, if you are using a headset, press the **HEADSET** button. The deskphone automatically dials the number that your system administrator has configured for you.

Chapter 16: Using the Calendar

If your administrator has set up the Exchange Integration option under Advanced Options on the Avaya Menu, you can integrate the Microsoft® Exchange Server calendar with your phone. When Exchange Calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen. Appointments display in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, when you change calendar settings, when you access the Calendar, and when you press the **Refresh** softkey while viewing an appointment.

Note:

To enable the Calendar and set an appointment advance reminder time and tone, see Integrating other applications with your phone.

Calendar Appointment Reminders

About this task

If you have set the Exchange Reminder option to Yes, a pop-up displays to remind you of upcoming calendar appointments when the Exchange Reminder Time you set is reached.

Procedure

To ignore the reminder now, but to be reminded after a “snooze” period (set using the Exchange Integration option on the Avaya Menu), press **Snooze**. To ignore the reminder completely, press **Dismiss** instead.

Reviewing your appointments

You can use your phone to review your calendar appointments at any time.

About this task

Note:

See Integrating other applications with your phone to enable the Calendar application and to optionally set a visual and/or audio reminder time or a reminder “snooze” period.

To access the Calendar from the Phone screen, scroll down past the last call appearance line and select Calendar or press **OK**. Appointments display in start time order.

- With an appointment displayed, choose one of the following options:
  - Press **Prev** or **Next** to move backward or forward from one appointment to another.
  - To call the person with whom you have the appointment, a telephone number must be present on the Appointment detail screen. Press **Call** to call that person.
  - To update the calendar with any new appointments you may have set up on your calendar, press **More**, then **Refresh**.
  - To exit the calendar and return to the Phone screen, press **More** again.
  - If you pressed More and want to re-display the previous set of softkeys (Call, Prev, Next), press **More**, then **Exit**.

Chapter 17: Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, a Failover icon may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in “limbo” and functionality may be limited. Then when the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the **Avaya Menu** for possible actions.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in failover mode:

- Messages like “Acquiring service” (if telephone registration has not completed), “Link recovery,” “Limited phone service” (if the telephone is unable to log in to any of the servers), and “Calls may be lost ” may inform you of a failover situation.
- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.
- Once the transition to a new server has occurred, bridged call appearances are available. Despite a "Log Bridged Calls" option setting of yes, bridged calls are not logged during failover but are available once the phone transitions to the alternate server.

- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.
- Once the transition to a new server has occurred, advanced features like Call Park/Unpark, Priority Call, or Automatic Callback may be available. Favorite features are not available during failover but should be available after transition to the alternate server, depending on your system's failover structure.
- Autodial numbers are available on the System Numbers screen during failover.
- If your phone operates under the latest software, changes to Options & Settings can be made/saved. Note that any new or changed settings for these options may not become effective until the phone transitions to the alternate server or fails back to its original server.
- If your phone operates under the latest software, Contacts can be accessed and changed during failover to the alternate server. However, contact changes and new entries are limited to no more than 25 and only one change to a specific contact is allowed. Also, contact searches may be limited; in this case the message “Limited Search results available” displays.
- Once the transition to a new server has occurred, if you are part of a corporate Directory or database, access may be limited to local contacts only.
- You can press the **Phone** button to access Browser Web links/pages during failover (if normally available), however, any “click to dial” links will not work until the phone transitions to the alternate server.
- Transitions back to the normal server will restore all original functionality.

Chapter 18: About locking and logging in to and out of your telephone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users. Lock your phone or log out to prevent unauthorized use of your telephone during an absence.

Note:

Depending on how your phone is administered, for example, whether Call Log History backup is enabled or not, Call history may be lost when you log out your extension.

Logging in to your deskphone extension

About this task

Log in from the initial screen when it prompts you for your Username. Depending on your phone system, certain deskphones allow you to log in and use another person's phone as a “visiting user.” When you are logged in to another phone as a visiting user, a preset timer may terminate your login after a predetermined period of inactivity. When you log in to another phone as a visiting user, your “home” phone becomes inactive for all but emergency calls and displays a message indicating you are logged in at a different phone.

Procedure

1. Enter the extension number your system administrator has assigned to you for login.
2. Scroll down to Password.
3. Enter the password your system administrator has assigned to you.
4. If applicable, enter your SIP User ID.
5. If your system is set up to allow visiting user privileges, use the right or left navigation arrow to indicate whether you are this phone's primary user (Yes) or whether you are a visiting user of this phone (No).
6. Press **Enter** or **OK**.

Locking and unlocking your telephone

About this task

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error beep sounds. When you lock your phone, your presence status changes to *Away*.

Procedure

1. If the Phone screen is not displayed, press **Phone**. To lock the phone, be sure no calls are in progress. Alternately, on the Feature menu, select **Phone Lock**.

   Note:

   Complete any active calls or other telephone functions before attempting to lock the phone.

2. Press the **Lock** softkey.
3. To unlock your phone, press the **Unlock** softkey and enter the password you use for telephone login.

Logging out of your deskphone extension

Procedure

1. Press **Home**.
2. Scroll down and select **Log Out**.
3. Press **Yes** or **OK**.
4. Your contacts, speed dial settings, favorites, and Autodial numbers are saved during logout and are available the next time you log in to your extension. If you had logged in as a guest user, the deskphone's original settings are restored upon logout.

   If you logged in to this phone as a guest user, the deskphone's original settings are restored upon logout.

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